



Foster Medical Support Volunteer Position Description

Reports to: Foster Coordinator(s) or Foster Medical Coordinator(s)

Organizational Impact:

Help Best Friends move closer to No-Kill 2025 by increasing our foster programs' capacity to save lives. The Foster Medical Support team will improve foster program efficiency and customer service by providing support through medical record keeping.

Position Function/Goals/Deadlines:

- Provide foster medical support for Best Friends foster programs
- Offer a high level of customer service to foster caregivers
- Help maintain an organized system

Time Commitment and Location of Work:

- Flexible schedule, minimum of 2 hours/week
- Minimum 3-month commitment
- Work can be done anywhere with a computer and internet connection

Core Responsibilities:

- Provide vaccine and surgery appointment reminders to foster caregivers
- Request medical records from veterinary partners and shelters
- Maintain or update medical records in Shelterluv
- Add medical attributes to animals in Shelterluv
- Track and record your volunteer hours in the online volunteer database

Qualifications/Requirements:

- Access to use of a computer (PC or Mac) with antivirus software and an internet connection
- Completion of a series of online trainings
- Basic understanding of common medical terminology
- Demonstrate personal accountability and attention to detail
- Strong communication skills and ability to maintain and follow directions
- Computer literate - comfortable learning and using online information systems
- Enjoy engaging with Best Friends foster caregivers, staff, and other supporters
- Sign Non-Disclosure Agreement
- Follow Best Friends foster program protocols; failure to do so may result in dismissal from the program
- Work at a computer with repetitive typing, arm, and hand motion
- Familiarity with shelter management systems is a plus (training provided)
- Commitment to the philosophy of Best Friends' practices and policies
- Maintain confidentiality regarding patient status, treatment, client information, or other sensitive clinic operations

Created: 1/6/2021 by Carrie Smith

Revised: 12/23/2021 by Jess Roper

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